



TOWN OF DALTON

COUNCIL ON AGING

400 Main Street

Dalton, Massachusetts 01226-1694

Tel. (413) 684-2000

Fax (413) 684-6107

Welcome to the Dalton COA Van Service

WHEN DOES THE VAN OPERATE?

The Dalton Council on Aging Van operates Monday through Thursday. (Please see the attached schedule).

WHO CAN SCHEDULE A RIDE?

The COA Van Service is available for all elderly and disabled Dalton residents. You can call our office to schedule your ride. You must call a minimum of 24 hours in advance, unless it is an emergency doctor's appointment.

WHERE CAN I GO?

The majority of our trips are for medical appointments,* but you can also do your banking, get your hair cut (or permed), go shopping, visit a family member or friend, or go out to lunch.

HOW MUCH WILL IT COST?

Trips to scheduled COA activities, such as senior luncheon, exercise class or educational programs are \$1.50 each way. All other trips are \$3.00 each way (unless arrangements are made in advance).

HOW DO I PAY?

Payments are made through the COA Office. We accept cash (not through the mail please), or checks. Please be sure your check is made out to the Town of Dalton, and mail it to the Dalton COA, 400 Main Street, Dalton 01226. - If you anticipate using the van on a regular basis, you may send a larger sum of money, which we will enter into an account for you. As you use the van, we will deduct the appropriate amount from your balance for each trip. You can request that we mail you a copy of your account at any time. We do like to have you check our records against yours on a regular basis.

* Please note: Medical appointments are always a priority. As a result, those with social engagements need to understand why they might be inconvenienced if the schedule must be adjusted to accommodate a necessary medical trip.

DALTON COA VAN SERVICE POLICIES

TO ALL VAN USER'S:

We have reviewed and revised our current policies. These policies are being implemented for the safety and convenience of all our passengers.

- 1. When scheduling your ride, please understand that we may have many riders scheduled for about the same time. Therefore, the van may need to pick you up as much as an hour earlier than your appointment time to assure everyone arrives in a timely manner. Also, your return ride home may be delayed for the same reason. If you need to be home at a particular time, please make alternate arrangements. If you decide not to wait for the van to arrive and make alternate arrangements, please inform the COA office at 684-2000 that you will not be needing the van for a return ride home.**
- 2. Riders must be ready to leave at the scheduled pick up time. Drivers will wait 3 minutes only, as the van has other appointments to accommodate.**

- 3. Due to liability, our van drivers are limited to the type of assistance they may give a client:**

Our service is door-to-door only. This means the driver can meet the client at their door and drop them off at the entrance door of the destination building. If assistance is required in the home or getting to a doctor's office from the entrance door, arrangements must be made for a companion to travel with the client. If this is not possible, arrangements must be made with another van service whose drivers are insured for this type of assistance.

If a client is using a wheelchair, a ramp is required for assistance from the home.

The van drivers may assist passengers to their door with up to 4 bags of groceries.

- 4. Please, no eating or drinking in the van and no open containers. This a safety issue. There is absolutely NO SMOKING allowed in the van.**
- 5. In the winter, we cannot pick up clients whose driveways are not cleared of snow. If a van driver determines that a driveway or walkway is not navigable due to snow or ice, we will not be able to transport the client.**
- 6. All passengers must wear seat belts unless we have received a physician's letter which will be kept on file at the COA office.**